

Assertiveness Skills

Have you ever felt intimidated by others? How many times have you told yourself that you could have done better when handling a conversation only to repeat the same mistakes again? Do you like to stay out of conflicts and keep to yourself? **Do people take advantage of you?**

If you answered "YES" to any of these questions, this 1-day program is for you. In this program, you can learn how to boost your confidence and express yourself assertively. You will receive step-by-step guidelines on how to approach others and construct sentences to get maximum results. You will also learn about the right attitudes, body language, styles of communication and psychology associated with assertiveness techniques; and how to help others stay in control by using those same techniques.

Handling other people, whether they are aggressive or passive, is something we all need to do no matter what our job happens to be. And doing it well consistently requires skill. This program will help you master this skill.



LEARN:

- How to define assertiveness
- How assertiveness differs from aggressive or passive behaviour
- How to construct your sentences to confidently get your message out
- How to take advantage of body language to say and get what you want
- How to deal with passive-aggressive behaviour
- How to present your request
- How to distinguish between different behaviours using non-verbal communications
- How to redirect and change someone's behaviour
- How to respond to someone when your request is not acknowledged
- How to praise
- How to appeal to emotions
- How to receive criticism
- How to use a step-by-step approach to give constructive feedback
- How to express your disagreement and stay friends
- How to say No

Presenter: **Loretta Summers**

Loretta M. Summers, SPHR is President of The Summers Advisory Group, a firm specializing in Human Resources Training and Consulting. She holds a Sr. Professional in Human Resources (SPHR) certification, is a mediator and certified trainer of workplace conflict, and is a strategic partner with ProGroup Inc., an organization that provides innovative diversity solutions. Ms. Summers is also an adjunct consultant with Right Management Consultants, the world's leading career transition and organizational consulting firm. She is also an adjunct professor at Baker University, Ottawa University, Avila University and Johnson County Community College.



8:30 AM – 4:30 PM

Investment: \$125.00

Competencies: *Decisiveness & Problem Solving*